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|--|--|---------------------------------------|--------------------|--|---------------------------|---|--|
| AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT | | | 1. Contract Number | | Page of Pages 1 1 | | |
| 2. Amendment/Modification Number A002 | | 3. Effective Date 9/11/2006 | | 4. Requisition/Purchase Request No. | | 5. Solicitation Caption Lockboxes and Collection Svcs | |
| 6. Issued By: Office of Contracting and Procurement Group V 441 4th Street, NW, Suite 700 South Washington, DC 20001 | | | | 7. Administered By (If other than line 6) | | | |
| 8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code) | | | | (X) 9A. Amendment of Solicitation No. DCKV-2007-R-0001 | | | |
| | | | | 9B. Dated (See Item 11) July 28, 2006 | | | |
| | | | | 10A. Modification of Contract/Order No. | | | |
| | | | | 10B. Dated (See Item 13) | | | |
| Code | | Facility | | | | | |
| 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS | | | | | | | |
| <input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning <u>7</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. | | | | | | | |
| 12. Accounting and Appropriation Data (If Required) | | | | | | | |
| 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14 | | | | | | | |
| <input checked="" type="checkbox"/> A. This change order is issued pursuant to: (Specify Authority) The changes set forth in Item 14 are made in the contract/order no. in item 10A. | | | | | | | |
| <input type="checkbox"/> B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2. | | | | | | | |
| <input type="checkbox"/> C. This supplemental agreement is entered into pursuant to authority of: | | | | | | | |
| <input type="checkbox"/> D. Other (Specify type of modification and authority) | | | | | | | |
| E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office. | | | | | | | |
| 14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) | | | | | | | |
| <p>PROPOSAL DUE DATE CHANGED FROM: September 19, 2006 @ 2:00 PM to September 26, 2006 @ 2:00 PM</p> <p>Clarifications, changes and corrections to subject solicitation are set forth on the Attached Sheets.</p> | | | | | | | |
| Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect | | | | | | | |
| 15A. Name and Title of Signer (Type or print) | | | | 16A. Name of Contracting Officer | | | |
| | | | | Sheila Mobley | | | |
| 15B. Name of Contractor | | 15C. Date Signed | | 16B. District of Columbia | | 16C. Date Signed | |
| | | | | <i>Sheila Mobley</i> | | 11-Sep-06 | |
| (Signature of person authorized to sign) | | | | (Signature of Contracting Officer) | | | |

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF CONTRACTING AND PROCURMENT**



September 11, 2006

TO: ALL PROSPECTIVE OFFERORS
SUBJECT: Solicitation No. DCKV-2007-R-0001
Lockbox and Collection Services

AMENDMENT NO. 2

PROPOSAL DUE DATED CHANGED FROM: September 19, 2006 at 2:00 p.m.
TO: September 26, 2006 at 2:00 p.m.

Clarifications, changes and corrections to subject solicitation are set forth below:

- 1. Item 3 of Modification No. 1 is rescinded and Section C.2.7 is reinstated. Section C.2.7.1 only is deleted in its entirety.**
- 2. Questions received after 9/10/06 may not be answered.**
- 3 Attached hereto is a list of Responses to Vendor Questions. Questions not answered here will be addressed in subsequent amendments to this solicitation.**

Only one (1) copy of this amendment is being sent to offerors. Sign and attach a copy of the amendment to each copy of your proposal submitted to the District, and return to the address listed above. In the event your proposal has been previously deposited, submit this amendment by sealed envelope, identified on the outside by solicitation number and proposal closing date.

This amendment, together with your proposal, must be received in this office prior to the time set for receipt of proposals.

Revisions or price changes occasioned by this amendment must be received in this office prior to the submission date set for receipt of proposals.

FAILURE TO ACKNOWLEDGE RECEIPT OF THIS AMENDMENT MAY BE CAUSE FOR REJECTION OF YOUR OFFER.

Sheila Mobley

Sheila Mobley
Contracting Officer

This amendment is acknowledged and is considered a part of the offer.

Signature of Authorized Representative

Title

Name of Firm

Date

QUESTIONS FROM PROSPECTIVE OFFERORS

- 1Q. In regards to the Amnesty Program mentioned in C.4.2.3.2 it states that the District may elect to conduct an amnesty program. Historically, how often have amnesty programs been extended? Please describe any provisions for payment discounts offered.
- 1A. **We have knowledge of one amnesty program for parking and moving tickets, which occurred in 2001. Accrued penalties were waived during the amnesty period if payment was submitted for the original fine.**
- 2Q. What response rate was obtained on past amnesty program extensions?
- 2A. **The response rate was in the vicinity of two to three percent.**
- 3Q. What criteria are utilized to determine to whom the amnesty program is extended?
- 3A. **The amnesty offer was extended for parking and moving tickets issued between 1/1/1991 and 4/1/1997. Tickets issued prior to 1/1/1991 were determined to be more difficult to collect largely because these debtors were less likely to be located.**
- 4Q. What ticket volume, total dollar amount, and average payment size can be expected when an amnesty program is extended?
- 4A. **The 2001 amnesty was pursuant to a statute enacted by the Council of the District of Columbia. It is not possible to predict when or if a subsequent amnesty will occur.**
- 5.Q What authority will the District grant the offeror to accept installment payments for the total amount due on secondary collection tickets? If authority is granted, will contingency fees be paid on installment payments?
- 5A. **Offerors may propose installment plan arrangements if they believe that such arrangements would increase collection performance. If an installment plan is used during the contract period, the selected contractor is responsible for all costs, administration and customer service associated with the program. Because payments can also be made in person at DMV, over the DMV website or by phone, it will not be possible to provide for installment payments using these vehicles. Contingency fees are payable as a percentage of collected amount provided that the amount applied to each ticket is clearly identified on the database and on the monthly fee report submitted to the District.**
- 6Q. What is the format and layout of the file transmitted weekly to offeror for secondary collections? Will an example of the file be provided?
- 6A. **The format and layout of the weekly file transmitted to the selected contractor for secondary collections will be provided following contract award.**

- 7Q. What demographic and ticket data for secondary collections is included in the file transmission?
- 7A. **Demographic data will be limited to name, address and plate or permit number. The nature of ticket data required will be determined following contract award.**
- 8Q. What was the response rate experienced for secondary collections calls and letters?
- 8A. **The response rate experienced currently for secondary collections is in the vicinity of 25%.**
- 9Q. Is the use of a sub-contractor, by the selected offeror for secondary collections, who is located outside the boundaries of the continental United States permitted? If yes, are there restrictions on locations which can be considered for use?
- 9A. **Subcontractors may not be located outside the United States.**
- 10Q. Section C2.7 was deleted in its entirety in Amendment No. 1. Please confirm that the deletion includes C.2.7.2 and if so, does H.5 still apply?
- 10A. **See item 1 on page 1 of Amendment No. 2.**
- 11Q. Q&A #59 suggests that the alternative enhancement process is optional. Please clarify.
- 11A. **The alternate enhancement is optional and should be submitted as a separate proposal and marked alternate enhancement proposal. However, if not provided, it will affect your score.**
- 12Q. Q&A #5. The RFP describes initial (current) collection as those services performed under another contract, while secondary collection refers to those that did not respond to the initial effort to collect. Is the offeror required to perform initial and secondary collections?
- 12A. **No; the offeror is only required to provide secondary collections.**
- 13Q. C.4.1.9.2 & c.4.1.11.7- What is the name of the District's designated/ contracted financial institution? Will the District consider any alternative bank(s) for deposits?
- 13A. **Bank of America is the District's currently contracted financial institution for deposits of this nature. Alternative deposit banks are not acceptable.**
- 14Q. Is the 34% fee that is paid to ACS State and Local Solutions, Inc. for current and secondary collections? Does this fee paid to ACS State and Local Solutions include fees for Lockbox services that they are contracted to provide? What fees were paid by the District to ACS State and Local Solutions last year for collections and lockbox services?

- 14A. The 34% contingency fee currently paid by the District for eligible ticket payments is pursuant to secondary collections only. As secondary collections is currently a component of the ticket processing contract, lockbox services provided for all ticket payments received under the contract are included in the fixed price per ticket processed.**
- 15Q. Within the RFP, C.4.1.4.5, was a downstream imaging requirement that captured on the image the encoded endorsement. This is highly unusual in the lockbox process and I wanted to get a clarification on this. Could you please clarify that DC wants an image of the back of the check endorsed?
- 15A. YES.**
- 16Q. Is the offeror required to be bonded by 9/5/06 or date of submission of proposal? Also, what is the amount of bonding required?
- 16A. Evidence of bonding must be submitted to the Contracting Officer within ten days following contract award. The amount of bonding must be sufficient to cover the maximum daily gross receipts received and processed, currently estimated at \$300,000.**
- 17Q. The RFP provides for an alternate enhancement process to encumber funds during processing. Does this process replace the lockbox services or is this process in addition to the lockbox services? The Price/Cost schedules show the same estimated annual quantity for the Lockbox services and the alternate enhancement process.
- 17A. The alternate enhancement process does not replace the lockbox services defined in the RFP but rather substitutes electronic check processing for the physical handling and transporting of checks, pursuant to the provisions of the Check Clearing for the 21st Century Act (Check 21). If there is an additional cost associated with electronic check processing compared with a traditional check processing environment, the additional cost is to be specified in Section B.2.3 (Price Schedule).**
- 18Q. Are alternate proposals/approaches acceptable? Should alternate approaches be submitted separately?
- 18A. Alternate proposals should be submitted as a separate proposal and marked alternate proposal.**
- 19Q. Could you please extend the due date for two weeks so that the responses to the above questions/inconsistencies can be taken into consideration?
- 19A. The proposal due date has been extended to September 26, 2006.**
- 20Q. C.4.2.8.2 states "The Offeror shall be provided online access to the District's ticket system in order to perform customer service." Does this mean we will have full online access to the current vendor's ticket processing system?

- 20A. It will be incumbent on the selected lockbox and collections contractor to coordinate with the ticket processing system provider to gain access to ticket data with necessary interface and interaction. However, the ticket processing system provider may not withhold information that the lockbox and collections contractor needs to address and resolve payment issues.**
- 21Q. C.4.1.11.5 states “If monies received at the Offeror’s lockbox are not deposited in the same workday...” and C.4.1.9.2 states “Deposit bags are to be delivered to the District’s designated financial institution by 5:00 p.m. of the same day received and processed.” C.4.1.11.8 states “The Offeror shall...substantiate that payments received were processed and deposited within 24 hours of receipt.”
- Which is correct? Our understanding is that Loomis does not provide same day deposit, so RFP C.4.1.11.5 would not be achievable.
- 21A. Section C.4.1.9.2 is correct. The selected contractor is not required to select a courier service which cannot meet the delivery requirement.**
- 22Q. C.4.2.1.2.1 provides a table of aged receivables. The District states that a portion of the preexisting aged receivables is considered uncollectible, and that there are no write-offs of old accounts. What portion of the aged collectible of \$383,776,958 is uncollectible because it is older than two years or de-assigned for any other reason?
- 22A. Approximately 79% of the aged receivables population is older than two years. Tickets that predate May, 1999 are not currently assigned for secondary collections.**
- 23Q. C.4.2.7.1.1 requires customer service to provide information on eligibility for hearings. Are tickets beyond sixty days allowed to be scheduled for hearings?
- 23A. Tickets that have aged more than 60 days from issuance are not eligible for a hearing unless the citizen files a motion to vacate a default judgment and the motion is granted.**